



POSTAL OPERATIONS COUNCIL

Plenary

Berne, 30 October (14.00 to 18.00) and 31 October 2014 (9.30 to 13.00 and 15.00 to 18.00), Heinrich von Stephan Hall

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC 2014.2–Doc 1
2	Report of the POC Management Committee	–
3	Matters relating to Committee 1 (Supply Chain Integration)	
a	Congress proposal 25.166.1	POC 2014.2–Doc 3a
b	Adjustments related to UPU standard S47	POC 2014.2–Doc 3b
c	Review of accounting forms	POC 2014.2–Doc 3c
d	Review of operational forms	POC 2014.2–Doc 3d
e	Return of empty bags	POC 2014.2–Doc 3e
f	Proposal to amend the CN 22 customs declaration	POC 2014.2–Doc 3f
g	Proposal to amend the CP 71, CP 72 and CN 23 customs declarations	POC 2014.2–Doc 3g
h	Standard S9, postal receptacle identifier – proposed update to indicate presence of express items	POC 2014.2–Doc 3h
4	Matters relating to Committee 2 (Markets Development)	
a	Framework of merger between Market Research Group and Applied Postal Economics and Statistics Group	POC 2014.2–Doc 4a
b	Global conference on trade facilitation 2015	POC 2014.2–Doc 4b
c	Proposed UPU market research products	POC 2014.2–Doc 4c
d	Financing of Committee 2 activities	POC 2014.2–Doc 4d
5	Matters relating to Committee 3 (Physical Services)	
a	Quality of service link to terminal dues – quality of service standards and targets	POC 2014.2–Doc 5a
b	Review of GMS technical design	POC 2014.2–Doc 5b
c	Specifications for e-commerce	POC 2014.2–Doc 5c
d	Amendments to the Letter Post and Parcel Post Regulations	POC 2014.2–Doc 5d
e	Resolution on the average number of items per kilogramme (IPK) and thresholds applicable for 2015	POC 2014.2–Doc 5e

		Document
6	Matters relating to Committee 4 (E-Services)	
a	E-services questionnaire 2014	POC 2014.2–Doc 6a
b	UPU E-Commerce Guide	POC 2014.2–Doc 6b
7	Matters relating to Committee 5 (Postal Financial Services)	
a	Creation of the Postal Payment Services (PPS) User Group	POC 2014.2–Doc 7a
	– Approval of the Business Plan 2015–2016	POC 2014.2–Doc 7a.Add 1
	– Approval of the Rules of Procedure	POC 2014.2–Doc 7a.Add 2
	– Functions assigned to the PPS User Group, POC Committee 5 and the International Bureau	POC 2014.2–Doc 7a.Add 3
b	PPS multilateral agreement	POC 2014.2–Doc 7b
c	PPS collective trademark	POC 2014.2–Doc 7c
d	PPS Operational Guide	POC 2014.2–Doc 7d
8	Accelerating integrated actions to facilitate e-commerce	POC 2014.2–Doc 8
	– UPU E-Commerce Programme (ECOMPRO)	POC 2014.2–Doc 8.Add 1
9	Organization of the 2015.1 POC session	–
10	.post Group Steering Committee election results	POC 2014.2–Doc 10
11	Any other business	–
12	Closing of the meeting	–

Tokyo, 30 July 2014

Masahiko Metoki
Chairman



POSTAL OPERATIONS COUNCIL

Committee 1 (Supply Chain Integration)

Operations and Accounting Review Group

| Berne, 27 October 2014 (10.30 to 13.30 and 15.00 to 18.00), Henri Péquet Room

Provisional agenda	Document
1 Opening of the meeting and adoption of the agenda	POC C 1 OARG 2014.2–Doc 1
2 Report of the last meeting	POC C 1 OARG 2014.2–Doc 2
3 Work plan of the OARG	POC 2014.1–Doc 3.Add 1.Rev 1
4 Congress proposal 25.166.1: CN 48 by e-mail	
– Document by the International Bureau	POC 2014.2–Doc 3a
5 Harmonization in forms and Regulations:	
a Adjustments related to UPU standard S47	
– Document by the International Bureau	POC 2014.2–Doc 3b
b Position of the format of contents on the receptacle label	
– Document by Canada	POC C 1 OARG 2014.2–Doc 5b
c Review of operational forms	
– Document by the International Bureau	POC 2014.2–Doc 3d
d Adjustments to allow electronic operational forms and to improve the safety of receptacle packaging	
– Document by Australia and the International Bureau	POC 2014.2–Doc 3c
6 Format separation in operations and accounting – Impact on forms	
– Presentation by the International Bureau	–
7 Closed transit operations and accounting	
– Presentation by the International Bureau	–

Document

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| 8 | Return of mail | |
| a | Return of empty receptacles | |
| | – Document by the International Bureau | POC 2014.2–Doc 3e |
| b | Return of registered items | |
| | – Presentation by the International Bureau | – |
| 9 | Promotion of PREDES/REDES messaging and of migration to PREDES v2.1 | |
| | – Presentation by the International Bureau | – |
| 10 | New services development by the POC C 3 Products Strategy and Integration Group (PSIG) – Impact on forms and accounting | |
| a | Supplementary accounting procedures for the supplementary remuneration programme | POC 2014.2–Doc 5d (annexes) |
| b | Accounting procedures for the merchandise return service | |
| | – Presentation by the Netherlands | – |
| c | Format separation | POC C 3 PSIG 2014.2–Doc 6e |
| 11 | Form completion instructions – Progress report | |
| | – Presentation by the International Bureau | – |
| 12 | Other potential work areas | |
| | – Presentation by the International Bureau | – |
| 13 | Any other business | – |

Athens, 1 September 2014

Theodor Tountas
Chair



POSTAL OPERATIONS COUNCIL

Committee 1 (Supply Chain Integration)

Transport Group

Fourth meeting, Berne, 27 October 2014 (13.30 to 18.30), Montgomery Blair Hall

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 1 TG 2014.2–Doc 1.Rev 1
2	Report of the third meeting of the Transport Group held on 4 April 2014	
	– Report by Japan	POC C 1 2014.1–Doc 6
3	Issues relating to objective I (Enhance capacity building in the area of transport)	
	a Postal Transport Guide	
	– Memorandum by the International Bureau	POC C 1 TG 2014.2–Doc 3a
	b Follow-up work on discontinued CN 68 General List of Airmail Services	
	– Oral report by the International Bureau	–
	c Trainpost module on transport	
	– Memorandum by the International Bureau	POC C 1 TG 2014.2–Doc 3c
	d Quality of service workshops	
	– Memorandum by the International Bureau	POC C 1 TG 2014.2–Doc 3d
4	Issues relating to objective II (Strengthening the security of the transport component of the UPU supply chain)	
	a Alarm resolution procedure	
	– Memorandum by United States of America	POC C 1 TG 2014.2–Doc 4a
	b Integration in IPS of consignment security declaration	
	– Memorandum by Denmark and the Netherlands	POC C 1 TG 2014.2–Doc 4b
	c Awareness-raising campaign on dangerous and prohibited goods	
	– Presentation by the International Bureau	–
	d Reviewing elements and codification of the electronic consignment security declaration (eCSD)	
	– Presentation by France	–

		Document
5	Issues relating to objective III (Resolving transit-related problems in cooperation with stakeholders)	
	a Labelling of receptacles in closed transit	
	– Presentation by Germany	–
	b Payment for closed transit mail	
	– Memorandum by United States of America	POC 2014.2–Doc 3k
6	Issues relating to objective IV (Transporting UPU mail with speed and visibility)	
	a Promoting correct and expanded use of PREDES and REDES messages among designated operators	
	– Oral report by Canada	–
	b Promoting the exchange of CARDIT and RESDIT messages between designated operators and airlines	
	– Oral report by International Post Corporation	–
	c Quality monitoring and improvement of leg 2 performance – New QCS tool	
	– Memorandum by the International Bureau	POC C 1 TG 2014.2–Doc 6c
	d Problems relating to empty bags	
	– Memorandum by Japan	POC C 1 TG 2014.2–Doc 6d
	e Return of empty bags	
	– Memorandum by the International Bureau	POC 2014.2–Doc 3e
7	Advance information requirements	
	a Advance electronic information requirements	
	– Memorandum by Great Britain	POC C 1 TG 2014.2–Doc 7a
	b Update on joint ICAO–WCO Working Group on Advance Cargo Information (JWGACI)	
	– Oral report by the International Bureau	–
8	Update on the Future of Mail by Air (FoMbA) project – Progress of the postal air waybill (PAWB) project	
	– Presentation by International Post Corporation	–
9	Updates by other POC groups	
	a Update by the Customs Group	
	– Oral report by Canada	–
	b Update by the Postal Security Group	
	– Oral report by United States of America	–
	c Update by the group on IATA–UPU electronic data interchange issues	
	– Oral report by Great Britain	–

		Document
10	IATA–UPU Contact Committee meeting on 28 October 2014	POC C 1 TG IATA–UPU CC 2014.1–Doc 1
11	E-commerce–related issues	
	– Oral report by the International Bureau	–
12	Any other business	–

Tokyo, 13 August 2014

Sakae Kamibayashi
Chairman

POSTAL OPERATIONS COUNCIL

Committee 1 (Supply Chain Integration)

Postal Security Group

Berne, 30 October 2014 (9.00–13.00), Heinrich von Stephan Hall

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 1 PSG 2014.2–Doc 1
2	Report of the 2014.1 Postal Security Group meeting	
	– Report by the Chairman	POC C 1 2014.1–Doc 5
3	Updating of UPU security standards for the postal sector	
a	Security standards update	
	– Presentation by the working group	–
b	Security survey results	
	– Presentation by the working group	–
4	Electronic advance data	
a	Update on Joint Working Group on Advance Cargo Information	
	– Presentation by the International Bureau	–
b	Update on the Postal Model	
	– Presentation by the Customs Group	–
5	Narcotics in the mail	
a	Operation Skynet	
	– Presentation by the World Customs Organization	–
b	Counter drug activities	
	– Presentation by United States of America	–
c	International drug trends	
	– Presentation by the United Nations Office on Drugs and Crime	–
6	Dangerous goods	
a	Dangerous goods reported to the UPU	
	– Presentation by the International Bureau	–

		Document
b	Dangerous Goods Working Group meeting	
	– Presentation by the Chairman of the Dangerous Goods Working Group	–
c	Update on the global awareness-raising campaign on dangerous and prohibited items in the international mail stream	
	– Presentation by the International Bureau	–
d	Dangerous goods survey results	
	– Presentation by the International Bureau	–
7	ICAO–UPU Contact Committee update	
	– Presentation by the Chairman	–
8	Alarm resolution procedure update	
	– Memorandum by United States of America	POC C 1 TG 2014.2–Doc 4a
9	Disaster risk management update	
	– Presentation by the Working Group Chairman	–
10	Update on KPI discussions	
	– Memorandum by the International Bureau	POC C 1 PSG 2014.2–Doc 10
11	Contributions by the restricted unions and regional security network groups	–
12	Postal Security Group work plan	POC 2014.1–Doc 3.Add 1.Rev 1
13	Taking the work forward	
	– Recommendations to the POC	–
14	Any other business	–

Berne, 31 July 2014

Guy Cottrell
Chairman



POSTAL OPERATIONS COUNCIL

Committee 1 (Supply Chain Integration)

Customs Group

Fourth meeting, Berne, 29 October 2014 (13.00 to 18.30), Montgomery Blair Hall

Provisional agenda

Document

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|---|--|---|
| 1 | Opening of the meeting and adoption of the agenda | POC C 1 CG 2014.2–Doc 1.Rev 1 |
| 2 | Third meeting of the Customs Group held on 2 April 2014
– Memorandum by Canada | POC C 1 2014.1–Doc 7 |
| 3 | WCO–UPU Contact Committee
a Results of the WCO Council meeting held on 26, 27 and 28 June 2014
– Memorandum by the International Bureau
b Agenda of the 34th meeting of the WCO–UPU Contact Committee on 25 and 26 November 2014
– Memorandum by Canada
c Updating the Guidelines for the Specific Annex J2 of the WCO Revised Kyoto Convention
– Memorandum by United States of America | POC C 1 CG 2014.2–Doc 3a

POC C 1 WCO–UPU CC 2014.1–Doc 1

POC C 1 CG 2014.2–Doc 3c |
| 4 | Proposals to amend the regulations
a Proposal to amend forms CP 71, CP 72 and CN 23
– Memorandum by the International Bureau
b Proposals to amend form CN 22
– Memorandum by Canada | POC C 1 CG 2014.1–Doc 9

POC C 1 CG 2014.2–Doc 4b |
| 5 | Subgroup on environmental awareness, capacity building and regional interaction
a Oral update by subgroup lead – Canada
b Promoting joint WCO–UPU Guidelines for developing a memorandum of understanding at the national level
– Memorandum by the International Bureau
c Quality of service workshops
– Memorandum by the International Bureau | –

POC C 1 CG 2014.2–Doc 5b

POC C 1 TG 2014.2–Doc 5c |

		Document
	d Postal Export Guide evolution; prohibitions and restrictions prototype and system enhancement opportunities for landed cost estimation	
	– Memorandum by the Postal Technology Centre (PTC)	POC C 1 CG 2014.2–Doc 5d
	e Customs Matters Guide	
	– Memorandum by the International Bureau	POC C 1 CG 2014.2–Doc 5e
	f Customs Declaration System production in Canada and benefits of implementation for Posts and Customs	
	– Presentation by Canada and PTC	–
	g Awareness-raising campaign on dangerous and prohibited goods	
	– Presentation by the International Bureau	–
	h Key findings from the joint UPU–World Bank study on customs bottlenecks	
	– Memorandum by the International Bureau	POC C 1 CG 2014.2–Doc 5h
6	Subgroup on process, IT and operations	
	a Oral update by subgroup lead – Great Britain	–
	b Advance electronic information requirements	
	– Memorandum by Great Britain	POC C 1 CG 2014.2–Doc 6b
	c Update on joint ICAO–WCO Working Group on Advance Cargo Information (JWGACI)	
	– Oral report by the International Bureau	–
7	Subgroup on legal, regulatory and economic implications	
	a Draft proposal for UPU implementing provisions based on article 9 of the Convention	
	– Memorandum by the Netherlands	POC C 1 CG 2014.2–Doc 7a
	b Reducing the number of CN 23 customs declarations required for inbound parcels by each destination designated operator	
	– Memorandum by the International Bureau	POC C 1 CG 2014.2–Doc 7b
	c Update on status of the draft UCC and the PostEurop perspective	
	– Presentation by Deutsche Post	–
8	a E-commerce customs-related issues	
	– Oral report by the Chair of the PSIG	–
	b Oral reports by the Chairs of the Transport Group and the Postal Security Group	–

Document

- 9 Updating of Customs Group membership, work plans and identification of key performance indicators in the UPU customs area

– Memorandum by Canada

POC C 1 CG 2014.2–Doc 9

- 10 Any other business

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Ottawa, 25 August 2014

Stephanie Glover
Chair

POSTAL OPERATIONS COUNCIL

Committee 2 (Markets Development)

Applied Postal Economics and Markets Research Group (AEMRG)

Berne, 29 October 2014, (15.00–18.00), Abubakar Argungu Room

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 2 AEMRG 2014.1–Doc 1
2	Framework of the merger between APESG and MRG	POC 2014.2–Doc 4c
3	Big postal data	
a	Data products for network and market intelligence: recent developments	–
b	Building up a big data analytics infrastructure	–
4	UPU Postal Statistics	
a	Ad-hoc group work on the revision of the UPU Postal Statistics questionnaire	POC C 2 AEMRG 2014.1–Doc 4a
b	Presentation of UPU Postal Statistics 2013	
5	Responding to members' market research needs	POC C 2 AEMRG 2014.1–Doc 5
6	Market research roadmap and proposed products	POC 2014.2–Doc 4d
7	Online tools for market research: requirements gathering	POC C 2 AEMRG 2014.1–Doc 7
8	2015 work plan objectives and budget for market research	–
9	UPU E-Commerce Programme (ECOMPRO)	POC 2014.2–Doc 8.Add 1
10	Next steps	–
11	Date of next meeting	–
12	Any other business	–

| Berne, 1 September 2014

Björn Arni
Donatien Ekpangbo

POSTAL OPERATIONS COUNCIL**Committee 2 (Markets Development)****Direct Marketing Advisory Board (DMAB)**

Berne, 7 November 2014 (9.30 to 12.30 and 15.00 to 18.00), Montgomery Blair Hall

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda – Introductory remarks by the Chairman	POC C 2 DMAB 2014.2–Doc 1
2	Keynote presentations: "Multi-channel media strategies to drive return on marketing investment – How Posts' business customers are using direct mail/direct marketing in effective integrated media campaigns" – Speakers to be defined	–
3	Report of the last DMAB Assembly	POC C 2 2014.1–Doc 5a.Add 1
4	UPU E-Commerce Programme (ECOMPRO)	POC 2014.2–Doc 8.Add 1
5	Review of DMAB Business Plan 2013–2016	POC C 2 DMAB 2014.2–Doc 5
6	DMAB membership value proposition	POC C 2 DMAB 2014.2–Doc 6
7	Review of DMAB survey on direct mail products and services methodology	POC C 2 DMAB 2014.2–Doc 7
8	Any other business	–
9	Next meeting	–

Berne, 28 July 2014

Sami Alowed
Chairman

POSTAL OPERATIONS COUNCIL

Committee 2 (Markets Development)

Micro, Small and Medium Enterprise Business Development Group

Berne, 29 October 2014, (9.30–12.30), Abubakar Argungu Room

Provisional agenda	Document
1 Opening of the meeting and adoption of the agenda	POC C 2 MSMEBDG 2014.2–Doc 1
2 Status and results of 2014 MSMEBDG objectives	
a <i>Exporta Fácil</i> project replication team	
– Call for UPU Easy Export Programme pilot countries	POC 2014.2–Doc 4a
– UPU Easy Export Programme Project Manual and Project Guide	POC C 2 MSMEBDG 2014.2–Doc 2a
b Stakeholder engagement team	
– Global conference on trade facilitation 2015	POC 2014.2–Doc 4b
c Supply chain and capacity building team	
– Research study on supply chain gaps	POC C 2 MSMEBDG 2014.2–Doc 2c
– Study survey: postal trade facilitation best practices	–
d UPU tools and knowledge development team	
– Case studies on easy export solutions	POC C 2 MSMEBDG 2014.2–Doc 2d
– Programme information platform – "ConnectAmericas Portal"	
• Presentation by the Inter-American Development Bank (IDB)	–
3 Activities with the regions	POC C 2 MSMEBDG 2014.2–Doc 3
4 Mobilizing resources for the UPU Easy Export Programme for MSMEs pilot projects	POC C 2 MSMEBDG 2014.2–Doc 4
5 Work plan objectives and budget for 2015	–
6 Work of the POC Committee 2 Micro, Small and Medium Enterprises Business Development Group	CA C 4 2014.2–Doc 7

	Document
7 UPU E-Commerce Programme (ECOMPRO)	POC 2014.2–Doc 8.Add 1
8 Next steps	–
9 Date of next meeting	–
10 Any other business	–

| Berne, 29 August 2014

Rose Mary Antunes
Chair

POSTAL OPERATIONS COUNCIL

Committee 3 (Physical Services)

Products Strategy and Integration Group (PSIG)

Berne, 27 October 2014 (10.30 to 13.30) and (15.00 to 18.00), Heinrich von Stephan Hall

Provisional agenda	Document
1 Opening of the meeting and adoption of the agenda	POC C 3 PSIG 2014.2–Doc 1
2 Snapshot of the postal market	
– Presentation by the International Bureau	PowerPoint presentation
3 Report of the last meeting	
– Presentation by the Chair	POC C 3 2014.1–Doc 4
4 Accelerating integrated actions to facilitate e-commerce	POC 2014.2–Doc 8
– UPU E-commerce Programme (ECOMPRO)	POC 2014.2–Doc 8.Add 1
5 Proposals to amend the Letter Post and Parcel Post Regulations	
– Presentation by the Chair	POC 2014.2–Doc 5d
6 Product development	
a EMS	
– Report by the EMS Cooperative Chair	–
b E-commerce (TF1) – Product specifications	
– Report by Great Britain	POC 2014.2–Doc 5c
c Merchandise returns (TF3)	
– Report by Netherlands	–
d Advice of delivery (TF4)	
– Report by Italy	–
e Format separation (TF5) – Results of survey and recommendations	
– Report by Australia	POC C 3 PSIG 2014.2–Doc 6e
f Supplementary remuneration programme for registered, insured and express items (TF6)	POC 2014.2–Doc 5f
– Presentation by Malaysia	POC C 3 PSIG 2014.2–Doc 6f

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| g | Developments in EDI messaging | |
| | – Presentation by the Chair | POC C 3 PSIG 2014.2–Doc 6g |
| 7 | C 34/2012 – Results of the survey on unregistered small packets | |
| | – Presentation by the International Bureau | POC C 3 PSIG 2014.2–Doc 7 |
| 8 | Address on the flap side of the envelope | |
| | – Presentation by the Consultative Committee | – |
| 9 | PSIG work plan – Progress report on the Doha Strategy and Congress decisions | |
| | – Presentation by the Chair | POC C 3 PSIG 2014.2–Doc 9 |
| 10 | Date of next meeting | – |
| 11 | Any other business | – |

Berne, 31 July 2014

Chris Powell
Chairman



POSTAL OPERATIONS COUNCIL

Committee 3 (Physical Services)

Letter Post Remuneration Group (LPRG)

Berne, 29 October 2014 (9.30 to 12.30 and 15.00 to 18.00), Heinrich von Stephan Hall

Provisional agenda	Document
1 Opening of the meeting and adoption of the agenda	POC C 3 LPRG 2014.2–Doc 1
2 Report of the last meeting	
– Report by the Chair	POC C 3 2014.1–Doc 5.Add 1
3 Work developments	
– Presentation by the Chair	–
4 Results of studies	
a Number of items per kilogramme (IPK)	POC C 3 LPRG 2014.2–Doc 4a
b Handling costs for mails in transit	POC C 3 LPRG 2014.2–Doc 4b
c Impact of the new terminal dues system on designated operators	POC C 3 LPRG 2014.2–Doc 4c
d Review of provisions on bulk mail	POC C 3 LPRG 2014.2–Doc 4d
5 Resolution on the average number of items per kilogramme (IPK) and thresholds applicable for 2015	POC 2014.2–Doc 5e
6 Work developments in Project Team 1 – Terminal dues model (methodology and transition)	
– Presentation by the Co-Chairs (Netherlands and Saudi Arabia)	–
7 Work developments in Project Team 2 – Statistics and accounting, and quality of service link	
– Presentation by the Co-Chairs (Great Britain and Bulgaria (Rep.))	–
8 Review of the remuneration system principles	
– Report by Norway	CA C 1 RGIPG 2014.2–Doc 6a
9 Accelerating integrated actions to facilitate e-commerce	POC 2014.2–Doc 8
– UPU E-Commerce Programme (ECOMPRO)	POC 2014.2–Doc 8.Add 1

Document

10 Date and place of next meeting

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11 Any other business

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Berne, 31 July 2014

Andrés Argente
Chairman



POSTAL OPERATIONS COUNCIL

Committee 3 (Physical Services)

Parcel Post Remuneration Group (PPRG)

Berne, 28 October 2014 (9.30 to 12.30 and 15.00 to 18.00), Heinrich von Stephan Hall

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 3 PPRG 2014.2–Doc 1
2	Report of the last meeting	
	– Report by the Chair	POC C 3 2014.1–Doc 11.Add1
3	Inward land rate (ILR) system review	
a	Results of the survey on 5 kg parcel tariffs	
	– Memorandum by the International Bureau	POC C 3 PPRG 2014.2–Doc 3a
b	Inward land rates review ad hoc group	
	– Presentation by New Zealand and Great Britain	–
4	Joint ad hoc group on the review of the ILR bonuses	
	– Report by Great Britain	POC C 3 PPRG 2014.2–Doc 4
5	Appeals review group	
	– Report by Malaysia	POC C 3 PPRG 2014.2–Doc 5
6	Overview of the January 2015 inward land rates	
	– Presentation by the International Bureau	–
7	Review of the remuneration system principles	
	– Report by Norway	CA C 1 RGIPG 2014.2–Doc 6a
8	Accelerating integrated actions to facilitate e-commerce	POC 2014.2–Doc 8
	– UPU E-Commerce Programme (ECOMPRO)	POC 2014.2–Doc 8.Add1
9	Date of next meeting	–
10	Any other business	–

Berne, 31 July 2014

Chum Choy Han
Chair



POSTAL OPERATIONS COUNCIL

Committee 3 (Physical Services)

Letter Post Quality Measurement and Improvement Group

Berne, 28 October 2014 (9.30–12.30), Montgomery Blair Hall

Provisional agenda

Document

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|----|---|-----------------------------------|
| 1 | Opening of the meeting and adoption of the agenda | POC C 3 LPQMIG 2014.2–Doc 1.Rev 1 |
| 2 | Report of the Letter Post Quality Measurement and Improvement Group meeting on 8 April 2014 | POC C 3 2014.1–Doc 8 |
| 3 | Summary report on the status of project implementation | |
| | – Memorandum by the International Bureau | POC C 3 LPQMIG 2014.2–Doc 3 |
| 4 | Update on regional quality of service projects | |
| | – Memorandum by the International Bureau | POC C 3 LPQMIG 2014.2–Doc 4 |
| 5 | UPU Quality of Service Programme report cards | |
| | – Presentation by the International Bureau | – |
| 6 | RAQUEL project achievements | |
| | – Presentation by the International Bureau | – |
| 7 | Development of customer satisfaction measurement tools | |
| | – Presentation by the Austrian Post | – |
| 8 | UPU Global Monitoring System implementation, including GMS workshop | |
| | – Memorandum by the International Bureau | POC C 3 LPQMIG 2014.2–Doc 8 |
| 9 | Proposals to amend the GMS technical design | |
| | a Proposal by Great Britain | POC C 3 LPQMIG 2014.2–Doc 9a |
| | b Proposal by the International Bureau | POC C 3 LPQMIG 2014.2–Doc 9b |
| 10 | External audit report of the UPU-agreed measurement systems GMS and UNEX 2013 | POC C 3 LPQMIG 2014.2–Doc 10 |

11	Letter Post Quality Measurement and Improvement Group work plan – Progress report on the Doha Postal Strategy and Congress decisions	POC C 3 LPQMIG 2014.2–Doc 11
12	Accelerating integrated actions to facilitate e-commerce – UPU E-Commerce Programme (ECOMPRO)	POC 2014.2–Doc 8 POC 2014.2–Doc 8.Add 1
13	Any other business	–

Berne, 27 August 2014

Alan Smith
Chairman

POSTAL OPERATIONS COUNCIL

Committee 3 (Physical Services)

Quality of Service Link User Group (QLUG)

Berne, 27 October 2014 (10.30 to 13.30), Abubakar Argungu Room

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 3 QLUG 2014.2–Doc 1
2	Report of the last meeting	
	– Chair's report	POC C 3 2014.1–Doc 10.Add1
3	QLUG elections in 2014	
	– Presentation by the International Bureau	–
4	Quality of service standards and targets	
	– Memorandum by the International Bureau	POC 2014.2–Doc 5a
5	Validation and Review Committee (VRC)	
	– Fifth report of the VRC: 2012–2014 period	POC C 3 QLUG 2014.2–Doc 5
6	Work developments	
a	Establishing efficient procedures for addressing participants' issues	
	– Presentation by the VRC Chair	–
b	Defining parameters to enable the validation of QS results measured for the UPU QS link	
	– Presentation by the VRC Chair	–
c	Encouraging UPU members to participate in the QS link	
	– Presentation by the International Bureau	–
d	Improving the governance and regulatory framework of the UPU QS link	
	– Presentation by the ad hoc group	–
7	Update of the QLUG User Manual	
	– Presentation by the International Bureau	–
8	Next meeting	–
9	Any other business	–

Berne, 31 July 2014

Morten Rosengreen
Chair



POSTAL OPERATIONS COUNCIL

Committee 3 (Physical Services)

Parcel Post Quality Measurement and Improvement Group (PPQMIG)

Berne, 29 October 2014 (9.30 to 12.30), Montgomery Blair Hall

Provisional agenda

Document

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|----|--|-----------------------------------|
| 1 | Opening of the meeting and adoption of the agenda | POC C 3 PPQMIG 2014.2–Doc 1.Rev 1 |
| 2 | Report of the last meeting | |
| | – Presentation by the Chair | POC C 3 2014.1–Doc 12 |
| 3 | Internet-based Inquiry System (IBIS) | |
| a | Implementation update | |
| | – Presentation by Italy | – |
| b | Operational guide | |
| | – Presentation by Italy | POC 2014.2–Doc 5g |
| 4 | Validation of delivery standards | |
| a | IT tool used for validation – Functional design | |
| | – Presentation by the International Bureau | – |
| b | Pilot results | |
| | – Presentation by the International Bureau | – |
| 5 | Parcel performance reports – Implementation of EMSEVT v.3 | |
| | – Presentation by the International Bureau | – |
| 6 | Update on e-commerce specifications | |
| | – Presentation by Great Britain | – |
| 7 | Accelerating integrated actions to facilitate e-commerce | POC 2014.2–Doc 8 |
| | – UPU E-Commerce Programme (ECOMPRO) | POC 2014.2–Doc 8.Add 1 |
| 8 | Work plan – Progress report on Doha Postal Strategy and Congress decisions | |
| | – Presentation by the Chair | – |
| 9 | Next meeting | – |
| 10 | Any other business | – |

Oslo, 29 August 2014

Nils Venberget
Chairman

POSTAL OPERATIONS COUNCIL**Committee 4 (E-Services)****Products and Services Development Group**

Berne, 27 October 2014 (13.30–15.00), Abubakar Argungu Room

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 4 PSDG 2014.2–Doc 1
	– Opening statement by the Chairman	
2	Report of the last meeting	POC 2014.1–Doc 7
3	Post ID development requirement analysis	–
	– Presentation by the Netherlands	
4	E-services questionnaire 2014	POC 2014.2–Doc 6a
	– Presentation by the United States of America	
5	Any other business	–

Berne, 31 July 2014

Jan Sertons
Chairman

POSTAL OPERATIONS COUNCIL**Committee 4 (E-Services)****Interconnectivity Group**

Berne, 27 October 2014 (16.30 to 17.30), Abubakar Argungu Room

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 4 IG 2014.2–Doc 1
	– Opening statement by the Chairman	
2	Report of the last meeting	POC 2014.1–Doc 7
3	S52 compliance test suite update	–
	– Presentation by China (People's Rep.)	
4	Any other business	–

Berne, 31 July 2014

Budhi Setyawan
Chairman

POSTAL OPERATIONS COUNCIL**Committee 4 (E-Services)****Knowledge Development and Training Group**

Berne, 27 October 2014 (17.30 to 18.30), Abubakar Argungu Room

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda – Opening statement by the Chairman	POC C 4 KDTG 2014.2–Doc 1
2	Report of the last meeting	POC 2014.1–Doc 7
3	Update of Trainpost electronic postal service training course – Presentation by India	–
4	Any other business	–

Berne, 31 July 2014

T.S. Sinha
Chairman

POSTAL OPERATIONS COUNCIL**Committee 4 (E-Services)****Partnership and Capacity Building Group**

Berne, 27 October 2014 (15.00 to 16.30), Abubakar Argungu Room

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 4 PCBG 2014.2–Doc 1
	– Opening remarks by the Chairman	
2	Report of last meeting	POC 2014.1–Doc 7
3	Promotion of public-private partnerships for e-services	–
	– Presentation by Algeria	
4	Facilitating technology transfers	–
	– Presentation by Algeria	
5	Encouraging open, collaborative solutions	–
	– Presentation by Algeria	
6	Any other business	–

Berne, 31 July 2014

Mohand Laid Mahloul
Chairman

POSTAL OPERATIONS COUNCIL**Committee 4 (E-Services)****E-Commerce Group**

Berne, 27 October 2014 (10.30 to 13.30), Montgomery Blair Hall

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 4 ECG 2014.2–Doc 1
	– Opening statement by the Chairman	
2	Report of last meeting and activities	POC 2014.1–Doc 7
3	UPU E-Commerce Guide	
	– Document by Brazil	POC 2014.2–Doc 6b
4	Knowledge and capacity building	
	– Presentation by Poland	–
5	E-Commerce Group .post web page	
	– Presentation by Poland	–
6	Accelerating integrated actions to facilitate e-commerce	POC 2014.2–Doc 8
	– UPU E-Commerce Programme (ECOMPRO)	POC 2014.2–Doc 8.Add 1
7	Case study of postal e-commerce platforms	
	– Presentation by the members (to be confirmed)	–
8	Any other business	–

Berne, 31 July 2014

Alex do Nascimento
Chairman



POSTAL OPERATIONS COUNCIL

Committee 5 (Postal Financial Services)

Regulations and Standards Group

Joint meeting of the Regulations and Standards Group, Partnership Development Group, and Products and Services Development Group

Berne, 29 October 2014 (9.30–12.30 and 13.30–18.30), Beat Fischer Room

Provisional agenda	Document
1 Opening of the meeting and adoption of the agenda	POC C 5 RSG 2014.2–Doc 1.Rev 1
2 Postal payment services multilateral agreement	POC 2014.2–Doc 7b
3 Amendment to the Postal Payment Services Agreement regarding partnerships	PowerPoint presentation
4 Simplification of the M38 standard – Proposal from the International Bureau	POC TC IFSUG 2014.2–Doc 5
5 Evaluation of the POC Committee 5 work plan	
– Regulations and Standards Group work plan	POC C 5 RSG 2014.2–Doc 5
6 Any other business	–

Kiev, 1 September 2014

Galina Nelepa
Chair

POSTAL OPERATIONS COUNCIL**Committee 5 (Postal Financial Services)****Partnership Development Group (PDG)**

Joint meeting of the Partnership Development Group, Regulations and Standards Group and Products and Services Development Group

Berne, 29 October 2014 (9.30 to 12.30 and 13.30 to 18.30), Beat Fischer Room

Provisional agenda**Document**

- | | | |
|---|--|--------------------------------|
| 1 | Opening of the meeting and adoption of the agenda | POC C 5 PDG 2014.2–Doc 1.Rev 1 |
| 2 | Results of the partnership questionnaire | PowerPoint presentation |
| 3 | Identification of potential partnerships in the public and private sectors | POC C 5 PDG 2014.2–Doc 3 |
| | – Partnership database | POC C 5 PDG 2014.2–Doc 3.Add 1 |
| 4 | Amendment to the UPU acts | |
| | – Draft proposals | POC C 5 PDG 2014.2–Doc 4 |
| 5 | Sharing of best practices: financial inclusion | PowerPoint presentation |
| 6 | Evaluation of the POC Committee 5 work plan | |
| | – PDG work plan | POC C 5 PDG 2014.2–Doc 6 |
| 7 | Any other business | – |

Rome, 2 September 2014

Elena Restano
Chair

POSTAL OPERATIONS COUNCIL**Committee 5 (Postal Financial Services)****Products and Services Development Group**

Joint meeting of the Products and Services Development Group, Partnership Development Group and Regulations and Standards Group

Berne, 29 October 2014 (9.30–12.30 and 13.30–18.30), Beat Fischer Room

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 5 PSDG 2014.2–Doc 1
2	Electronic inquiry system for postal payment services	
	– Progress report	PowerPoint presentation
	– Demonstration	–
3	Electronic Postal Payment Services Compendium	
	– Report on the use of the Electronic Postal Payment Services Compendium	PowerPoint presentation
4	PPS Operational Guide	POC 2014.2–Doc 7d
5	PPS collective trademark	POC 2014.2–Doc 7c
6	PPS*Clearing system	PowerPoint presentation
7	Evaluation of the POC Committee 5 work plan	
	– Products and Services Development Group work plan	POC C 5 PSDG 2014.2–Doc 7
8	Any other business	–

Tunis, 16 August 2014

Frej Belaiba
Chairman



POSTAL OPERATIONS COUNCIL

Committee 5 (Postal Financial Services)

Ad Hoc Group on Creation of the Postal Payment Services User Group

Berne, 27 October (9.00–12.00 and 13.30–18.30) and 28 October 2014 (9.30–12.30), Beat Fischer Room

Provisional agenda		Document
1	Opening of the meeting and adoption of the agenda	POC C 5 AHG CPPSUG 2014.3–Doc 1
2	Creation of the Postal Payment Services User Group	POC 2014.2–Doc 7a
	– Approval of the Business Plan 2015–2016	POC 2014.2–Doc 7a.Add 1
	– Approval of the Rules of Procedure	POC 2014.2–Doc 7a.Add 2
	– Functions assigned to the Postal Payment Services User Group, POC Committee 5 and the International Bureau	POC 2014.2–Doc 7a.Add 3
3	Examination of the POC Committee 5 work plan	
	– Ad Hoc Group on Creation of the Postal Payment Services User Group work plan	POC C 5 AHG CPPSUG 2014.3–Doc 3
4	Any other business	–

New Dehli, 7 August 2014

T.S. Sinha
Chairman